

**STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION**

RETAILER MANAGEMENT SECTION CHIEF

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under Wis. Admin. Code ER 2.04 for making classification decisions relative to the professional supervisory and managerial position located within the Department of Revenue, Lottery Division, Marketing and Retailer Relations Bureau which is responsible as the Retailer Management Section Chief. This classification specification is not intended to identify every duty, which may be assigned to positions, but is intended to serve as a framework for classification decision making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

The single position in this classification is a professional supervisory and managerial position located within the Department of Revenue, Lottery Division, which supervises the Retailer Management Section. The position meets the definition of supervisor and management contained in s. 111.81(19) and (13), Wis. Stats.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions which do not meet the statutory definitions of supervisor and management as defined 111.81(19) and (13), Wis. Stats. as administered and interpreted by the Wisconsin Employment Relations Commission.
2. Positions which are not located within the Department of Revenue, Lottery Division.
3. Positions which are Section Chiefs with small staff (less than 25 FTE) located within the Department of Revenue, Lottery Division, and who do not supervise subordinate professional supervisors, which are more appropriately classified as Lottery Supervisor.

4. All other positions that are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Employees enter positions within this classification by competitive examination.

II. DEFINITION

RETAILER MANAGEMENT SECTION CHIEF

The Retailer Management Section Chief is responsible for developing, implementing and managing a retailer support program, including retailer accounting, applications, key accounts, training, and other key customer service functions; developing and administering a retailer informational and educational program that can be included in the retailer manual, retailer training and retailer workshops; establishing annual work plans for the field services contractor vendor and identifying performance indicators against which contracts will be evaluated; and developing and implementing a retailer/field compliance and quality assurance program, including identification of specific criteria to determine the effectiveness of services provided to retailers by vendor customer service representatives. Staff supervised include subordinate Lottery Supervisor positions and a large total staff (more than 25 FTE) included in the Section.

III. QUALIFICATIONS

The qualifications required for this position will be determined at the time of recruitment. Such determination will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

This classification is effective March 12, 2000 and announced in Bulletin CLR/SC-109 as a result of Phase Two of broadbanding to describe the professional supervisory position located within the Department of Revenue, Lottery Division, which supervises the Retailer Management Section.

This position was formerly classified as a Lottery Supervisor 3 and created April 11, 1999 as a result of the Professional Program Support Survey and announced in Bulletin CLR/SC-98 to describe professional supervisory positions located within the Department of Revenue, Lottery Division, which supervise lottery programs. These positions were formerly classified as Administrative Officer 2 Supervisor.

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